

BENEFICIARY DENTAL EXCEPTION (BDE)

November 2025

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INTRODUCTION

The Department of Health Care Services (DHCS) has completed this report in compliance with Welfare and Institutions Code (WIC) Section [14089.09](#) (c) regarding Medi-Cal members who have requested the Beneficiary Dental Exception (BDE) process. Information regarding the BDE process can be found on the Medi-Cal dental website: [Beneficiary Dental Exception](#), and is available to Medi-Cal DMC members in Sacramento County to ensure timely access to services through their dental managed care plan. Upon receiving a BDE request, DHCS works with the DMC plans on behalf of the member to schedule an appropriate appointment within specified timeframes, based on the member's needs. If no such appointment is secured, members may request to opt out of Medi-Cal DMC and move into Medi-Cal Dental FFS where the member may select a dental FFS provider.

In accordance with reporting requirements in Welfare and Institutions Code Section 14048.09, this monthly report reflects actual BDE requests from members to be exempted from receiving services through the dental managed care delivery system. Non-BDE requests received through the BDE phone line and on the BDE form but not actually requesting the BDE process will no longer be reported. In addition, BDE reports will be posted monthly only. This report includes BDE requests received in the reporting month, updates to BDE requests received in the previous month, and 2023 vs. 2025 summary. Please note, there is no BDE reporting from December 2023 through June 2025 due to the Department's parity evaluation of DMC plans. During this time, members were able to request to transition from DMC to FFS and were not required to submit a Beneficiary Dental Exception request until the start of the new contracts with DMC plans, which were implemented on July 1, 2025.

DHCS' outcomes are reported as:

- *Successful - member was able to get an appointment and seen by a DMC provider.*
- *Unsuccessful - member was not able to get an appointment and was granted exception to FFS.*

- *Member Non-Responsive - member was contacted and did not respond, or offered an appointment with a DMC provider but did not accept the offer or attend the appointment.*

Timely access requirements for appointment timeframes per the [DMC contract](#) are as follows and reported as type of visit:

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

BDE REQUESTS RECEIVED

A total of three (3) requests were received during November 2025. Figure 1 shows a breakdown of the requests by method of submission.

Figure 1: October 2025 – Counts of BDE Requests by Submission Method

Count of BDE Requests		
Submission Method	Counts	Percentage
By Phone Call	2	67%
By Mail/Fax/Email	1	33%
Total	3	100%

Figure 2 shows BDE requests received in November 2025 by type of visit and delivery system. Two (2) requests were closed, and one (1) request is in progress with an appointment scheduled with a DMC provider in the future month.

Figure 2: BDE Requests Received in November 2025 by Type of Visit

BDE Type of Visit	DMC Plan		Age Group		Total
	CDN	Health Net	Liberty	Adults	
Emergency	0	0	0	0	0
Urgent	0	0	0	0	0
Routine	0	0	0	0	0
Specialist	2	0	1	3	3
In Progress	0	0	1	1	1
Closed	2	0	0	2	2
Total BDE	2	0	1	3	3

BDE REQUESTS CLOSED

Figure 3 breaks down each closed case by service provided to the members, timely access (by business day), and outcomes. Seven (7) BDE requests were closed in November. Five (5) of those requests were received in October and two (2) were received in November. Four (4) of those requests were successfully seen and treated by a dentist, while three (3) requests were closed and classified as member non-responsive.

Figure 3: BDE Requests Closed in November 2025

Type of Visit	Adult/Child	Service Provided	Timely Access	DMC Plan	Outcome
Specialist	Adult	Exam	13 Days	Liberty	<i>Successful</i>
Specialist	Adult	Exam and X-ray	16 Days	Health Net	<i>Successful</i>
Specialist	Adult	N/A	N/A	Liberty	Member Non-Responsive
Specialist	Adult	N/A	N/A	CDN	Member Non-Responsive
Specialist	Adult	Exam	9 Days	CDN	<i>Successful</i>
Specialist	Adult	N/A	n/a	CDN	Member Non-Responsive
Specialist	Adult	Exam	11 Days	CDN	<i>Successful</i>

BDE REQUESTS RECEIVED IN THE PREVIOUS MONTH

Figure 4 shows an update on the BDE requests received in October 2025. All six (6) requests received in October are now closed.

Figure 4: Updated BDE Requests Received in the Previous Reporting Month

BDE Type of Visit	DMC Plan			Age Group		Total
	Access	Health Net	Liberty	Adults	Children	
Emergency	0	0	0	0	0	0
Urgent	0	0	0	0	0	0
Routine	0	0	0	0	0	0
Specialist	2	2	2	6	0	6
In Progress	0	0	0	0	0	0
Closed	2	2	2	6	0	6
Total BDE	2	2	2	6	0	6

2023 vs. 2025 Comparison

Figure 5 shows comparison of BDE requests received monthly in 2023 versus 2025. Due to the Department's parity evaluation, there is no data from 2024. The total BDE requests received in November 2025 decreased by fifteen (15) when compared to November 2023.

Figure 5: 2023 vs. 2025 Total BDE Monthly Incoming Requests

